

MBOE Capstone Project Abstract

The emergency department has experienced an increase in Left Without Being Seen rates and Length of Stay times, and a decrease in Patient Satisfaction scores. This resulted in a loss of over 2 million dollars of projected revenue in 2010, from visits that were not completed, and therefore not fully reimbursed. Changing the triage flow results in lab and xray results being reported during the patient's wait in the lobby, thereby decreasing the overall length of stay, improving patient satisfaction, and decreased left without being seen rates. End of year data demonstrates that the triage improvements had no substantial impact on left without being seen rates, length of stay times, or patient satisfaction scores.